

GTR Role Profile

Job Title: Apprentice Support Specialist

Location: TBC but will be expected to work across a number of sites within the GTR geography

Grade: Level 3

Reports to: Apprenticeship Manager

Job purpose

This is an exciting new role designed to support GTR with the introduction and on-going delivery of apprenticeship programmes. This is in line with the new apprenticeship levy which was introduced in April 2017 and the Go Ahead Group becoming an approved employer provider giving GTR the ability to deliver internal apprenticeship programmes.

Reporting into the Apprenticeship Manager this role will provide support and guidance to GTR by ensuring that the quality of our programmes meets the required standards both internally and externally, ensuring that all key stakeholders are fully engaged and receive the appropriate communications and that all records are maintained in line with Group, ESFA and OFSTED standards.

The role is also responsible for the welfare and progress of all apprentices in GTR, ensuring they are making the necessary progress and feel fully supported on their learning journey.

Key success criteria (Expected Outcomes)

- Ensuring that all reporting is line with the Go Ahead Group framework, is of excellent quality and is in line with agreed deadlines
- Apprentice engagement and progress is understood, monitored and reported on a regular basis and line with Group and ESFA expectations
- Ensuring compliance with ESFA and OFSTED requirements
- Accurate information entered into the agreed system, including registering of new candidates, extracting the relevant data from existing systems, uploading of periodic progress data and uploading of functional skills data
- Quality assuring the delivery of all apprentice programmes and providing timely and quality feedback to internal and external training suppliers and line managers
- Escalation of issues and risks to the Apprentice Manager in a timely manner
- Promote a culture of continuous improvement by developing and maintaining a proactive, customer-focused relationship with managers and employees
- Providing a solution based, coaching approach to support the ongoing learning and development of all our apprentices
- Ensuring our period targets are met and in line with our forecasts, this includes financial targets against our levy income
- Ensuring GTR are kept abreast of legislation changes and future developments of apprenticeship programmes



Key results area (How those Expected Outcomes will be achieved)

- Support and coach frontline colleagues enrolled in an apprenticeship, and working towards certification
- Maintain effective and efficient administrative systems for recording staff progress towards agreed targets
- Support line managers in maintaining records and collecting evidence
- Provide structured plans to support staff and managers work on the apprenticeship programme.
- Provide reports on Key Performance Indicators, measuring progress for each candidate
- Monitor candidates' progress , discuss with line managers and upload relevant information to the chosen IT system
- Liaise with the Apprenticeship Manager regarding learning targets and additional support for individual candidates
- Support the compilation of candidates' Journey Logs, observations, and professional discussions
- Arrange and conduct 12 weekly progress meetings with each candidate
- Arrange, where necessary, functional skills training and End Point Assessments
- Sourcing new ways of doing things, bringing this back into the team and innovating what we do
- Sharing best practice with the wider Go Ahead Group and external partners

Dimensions

- Reporting to the Apprenticeship Manager, the post holder is expected to provide support for all individuals enrolled on apprenticeship programmes and also provide coaching and guidance to the management teams
- Whilst not a budget holder will be responsible for ensuring that our results are in line with our KPI's and we have met our financial targets for the period through the levy
- Working very closely with the Go-Ahead project team to ensure we are working line with the required standards and also sharing best practice
- This role has been identified as a Specialist Leader role Level 3 under the GTR Inspiring Leadership Framework

GTR Vision and Values

GTR are a values based organisation and all employees are expected to role model values and work towards achieving the GTR vision.

Continuous Improvement	Dedicated to Safety
Constantly finding new ways to improve how we work	Safety is the foundation on which we build our railway
Excellence	Working Together
We're passionate about going the extra mile and owning our commitments	Creating partnerships with customers and colleagues to build strong teams and communities
Committed to Customer	
We keep our customers at the heart of everything we do	



Leadership Behaviours

This role has been identified as a **Specialist Leader** Level 3 under the GTR Inspiring Leadership Framework.

As a leader in GTR you are expected to possess strong technical skills and also role model the GTR Inspiring Leadership Behaviours. These behaviours describe how you lead and manage people, work to ensure a positive customer experience, work beyond your own area of expertise and drive performance and quality.

As a GTR leader you are expected to demonstrate all twelve behaviours which will form part of your annual performance and development review.

We Inspire	We Think
Trust Builder Confidence Inspirer People Developer	Information Seeker Ideas Generator Flexible Thinker
We Deliver	We Involve
Action Enabler Continous Improver Customer Champion	Active Influencer Effective Communicator Collaborative Team worker

As a Specialist Leader, your line manager will give a particular focus to the following behaviours as part of your performance and development reviews based on the desired leadership culture at GTR.



Knowledge

- Good knowledge of apprenticeship and / or NVQ qualification frameworks (desirable but not essential)
- Ideal candidate would have knoweldge of educational frameworks and assessment processes i.e. be familiar with the components of an OFSTED inspection
- The ideal candidate will hold a coaching or assessor qualification
- The ideal candidate will be well versed in writing or supporting the development of individual development plan
- Be willing to work towards an apprenticeship aligned to the role

Skills

- Excellent analytical and report writing skills, works with a detail conscious approach
- High level of autonomy and self-motivating
- Excellent communication skills and personal effectiveness.
- Ability to create well laid-out, grammatically correct assessment and feedback reports
- Walks, talks, and lives GTR's values and challenges others when they cross the line or aren't living the values
- Outstanding organisational and prioritisation skills
- Personally demonstrates commitment to CPD and learning
- Excellent working knowledge of Microsoft Office (in particular Word, Excel, Powerpoint)



Experience

- Coaching and mentoring experience on a 121 and team basis
- Ideal candidate will be experienced in all aspects of vocational training programmes (ideally apprenticeships)
- Experience of conducting development needs analysis and creating personal development plans
- Experience of working in a customer service environment (desirable but not essential)

Job description agreement

Job Holder's Signature

Date

Manager's Signature

Date



Appendix A

Safety Responsibilities

1. This post is required to undertake SAFETY CRITICAL WORK	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
2. This is a KEY SAFETY POST or nominated deputy	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
3. The holder of this post is identified as a KEY SAFETY MANAGER	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
4. The job requires competence in PERSONAL TRACK SAFETY	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
5. This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section 6 below)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

6. The post holder has the following specific safety responsibilities:

Carrying out Planned General Inspections of the following locations:
[list locations or delete if not applicable]

Acting as Fire Precautions Manager for the following locations:
[list locations or delete if not applicable]

Safety Interface with the following external parties:
[list interfaces or delete if not applicable]

Investigation of accidents occurring at the following locations or as requested by Safety & Environment:
[list locations or delete if not applicable]

